



Job Title: Universal Banker
Location: Springer & Cimarron
Job Type: Full-time, Non-Exempt

Overview:

As a Universal Banker at our Springer & Cimarron locations, you'll work to accurately complete financial transactions for customers, which includes opening accounts, handling teller transactions, informing customers of other products and services, and solving customer questions and concerns. A significant aspect of your role will be to build relationships with customers based on trust, and also recommend financial solutions based on their needs through treasury management products and services.

This job requires a patient and stable work style and consistency in dealing with repetitive routine. The job demands a cooperative, agreeable, and sympathetic listener who gets along with others and enjoys being helpful to them. A customer service, team-oriented focus is of utmost importance. The job requires attention to the details of work, handling work with better-than-average accuracy and with careful attention to the quality of the work. The focus is on working comfortably under close supervision within a stable, secure team. The pace of the job is steady. When there is change in the structure of work or scope of responsibility, ample time will be provided to learn the new work thoroughly with opportunity for repetitive practice. If the job requires making decisions, such decisions will be made in close conference with the team and supervisors.

Note that this position will report to the Springer location Monday and Wednesday 9AM-4PM; Friday 9AM-5PM, and to our Cimarron location Tuesday and Thursdays 9AM-4PM.

Essential Job Functions:

- Assist clients with day to day customer service requests including more complex issues and interactions regarding customer inquiries, new accounts, and ongoing relationship needs for both depository and lending clients.
- Perform transfers, loan payments, and wire transactions.
- Open consumer new accounts with supporting products and services including online banking, mobile banking, debit cards.
- Open business accounts and actively refer Treasury Management products and services and assist with new account set-up or implementation.
- Work directly with customers to help them secure credit and financing for a variety of consumer lending products.
- Operate within established risk parameters/tolerances and meets internal/external risk and compliance obligations.



- Assist the teller line as a back-up teller, and accurately assist customers with processing transactions.
- Help the Springer and Cimarron branches meet/exceed sales and referral and branch targets.
- Maintain current knowledge and follow all bank financial and security regulations and procedures.
- Embody, embrace, and demonstrate InBank's Core Values: Commitment, Innovation, Responsibility, Teamwork, Happiness, and Authenticity.
- Other duties as assigned.

Minimum Qualifications:

- High School Diploma or Equivalent.
- Proficient Microsoft Office Suite Skills.
- Customer service and team oriented.
- Detail-oriented, strong decision-making capabilities within clear guidelines.
- Strong organizational skills and ability to multi-task efficiently and accurately.
- Strong verbal and written customer service skills; professional and courteous communication skills.
- Strong attention to detail and accuracy.

Preferred Qualifications:

- College degree preferred.
- 3+ years of experience in retail banking or financial services sales.
- Working knowledge of standard banking products, services, and transactions – including deposit products and credit/debit cards.
- Prior retail/sales experience.
- Proven track record referring other banking products and services

InBank is an Equal Opportunity Employer committed to creating a diverse workforce. We support a work environment where colleagues are respected and given the opportunity to perform to their fullest potential. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability or veteran status, or any other characteristic protected by applicable federal, state, or local laws.